

## Employee and Retiree Health Benefit Program Assistance Reference Guide to Understanding Your Health

The State of New Hampshire has contracts with the following benefits administrators, to provide claims payment and customer assistance services. Each of these companies has a toll-free number staffed with State of NH-dedicated customer service representatives who are familiar with the details of our coverage.



### Medical Benefits Administrator

SoNH Employee Dedicated Service Unit  
Mon – Thurs: 8 am – 8 pm; Fri: 8 am – 5 pm  
**1-800-933-8415**

E-mail: [StateofNH@anthem.com](mailto:StateofNH@anthem.com)

Visit the Website: [www.anthem.com](http://www.anthem.com)

- For medical benefits and claims questions.
- Log on to access the Health Assessment Tool (HAT)
- To locate Anthem's **Healthy Lifestyles** web resources.

### Additional Anthem Resource:

24/7 Nurse Line: 1-800-544-1901



Collect cash incentives for receiving medical services from a cost effective provider.

Check it out online at [www.compassmartshopper.com](http://www.compassmartshopper.com) or call  
1-800-824-9127



### Pharmacy Benefits Administrator

1-800-527-5001 M-F 8:30-4:30

E-mail: [sonh@healthtrust.org](mailto:sonh@healthtrust.org)

- For prescription drug benefit eligibility & benefit questions
- For vision discount program eligibility & benefits questions



### Pharmacy: HealthTrust Partner

1-888-726-1630 24hrs/7 days/wk (except  
Thanksgiving and Christmas)

Website: [www.caremark.com](http://www.caremark.com)

- For questions about prescription drug benefits



### Eyewear: LGC Partner

1-866-559-5252

Vision Discount Program [www.eyemedvisioncare.com](http://www.eyemedvisioncare.com)

- For a list of vision discount program participating providers



### Dental Administrator

1-800-832-5700 M-F 8-4:45

E-mail: [nedelta@nedelta.com](mailto:nedelta@nedelta.com)

Website: [www.nedelta.com](http://www.nedelta.com)

- For dental benefit eligibility & questions

### Employee Benefit Management Inc. (EBM) Voluntary Benefits Administrator

1-888-269-2744

E-mail: [enroller@ebmi.net](mailto:enroller@ebmi.net)

- For questions related to enrollment or eligibility for  
Accidental, Critical Illness & Short Term Disability  
Insurance

### FSA/HRA: EBM Partner

1-888-227-9745 x2040

Or 603-227-2040

E-mail: [flexiblebenefits@combinedservices.com](mailto:flexiblebenefits@combinedservices.com)

Website: [www.combinedservices.com](http://www.combinedservices.com)

- For questions about your Medical/Dependent Care  
Flexible Spending Account (FSA), Health  
Reimbursement Arrangement (HRA) Benefit Debit Cards



### Additional Resources:

### SoNH Employee Assistance Program

603-271-4336 or

1-800-852-3345, ext. 4336

Email: Visit website for more details

Website: [www.dhhs.nh.gov/hr/eap/](http://www.dhhs.nh.gov/hr/eap/)



### NH Department of Health and Human Services

Website: [www.dhhs.nh.gov/](http://www.dhhs.nh.gov/)

Division of Public Health Services:

<http://www.dhhs.nh.gov/dphs/>

### SoNH Employee Wellness Program

Website: <http://admin.state.nh.us/wellness/>

- Wellness related benefits and resources, including gym membership reimbursement, worksite seminar presentations, tobacco cessation and other health education opportunities
- Visit the *Employee & Family* section
- Review the Employee Health Education Program, Agency Walking Routes, Healthy Eating, Active Living ideas and more.



### Who Else Can I Call for Assistance?

**You should contact one of the above benefits administrators for assistance.** If you are unable to obtain a satisfactory answer or resolution to your inquiry or problem, you should contact your state agency HR office. Staff there may be able to assist you. If they cannot, they can contact the Division or Personnel for further assistance on your behalf. The Division of Personnel has staff that is trained in the specifics of the State's coverage eligibility rules and benefit plans. If you do not wish to have HR staff assist, you may contact the Division of Personnel yourself.

### Contacts for the Division of Personnel are as follows:

If you are an active state employee, contact Tina Hussey at 271-2839 or e-mail [Christina.A.Hussey@nh.gov](mailto:Christina.A.Hussey@nh.gov)

If you are a retired state employee, contact Judy Shevlin at 271-1432 or e-mail [Judy.Shevlin@nh.gov](mailto:Judy.Shevlin@nh.gov)



## Additional Health and Wellness Benefits

- **HEALTH EQUIPMENT REIMBURSEMENT**- State of New Hampshire employees on the HMO health benefit plan are eligible to receive reimbursement for up to \$200 per subscriber contract per calendar year (January 1 – December 31) for the purchase of one piece of home exercise equipment that provides a cardiovascular/muscular total body workout. Equipment must be new and purchased at a retail store. POS employees are not eligible for this benefit.
  - The following pieces of equipment are eligible for reimbursement: Treadmills, Stationary Cycles, Bike Stands (*to convert road bike to stationary cycle*), Stair Climbing Machines, Elliptical Machines, Rowing Machines, Cross-country Ski Machines, Air Walkers, Home Gyms, Total Body Weight Resistance Machines
  - The following pieces of exercise equipment are not eligible for reimbursement: Muscle-specific resistance equipment such as abdominal rollers, thigh or buttocks machines; exercise videos or mats; outdoor recreational equipment such as golf clubs, bicycles, game balls, skates, skis, tennis racquets, or rollerblades; exercise clothing or shoes and any used equipment.

Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to confirm coverage for a specific piece of equipment.

- **GYM/FITNESS FACILITY REIMBURSEMENT**- State of New Hampshire employees on the HMO health benefit plan are eligible for up to \$450 per subscriber contract per calendar year (January 1-December 31) that have not already taken advantage of the \$200 equipment reimbursement benefit (explained above) within the same calendar year. POS employees are not eligible for this benefit.

For employees that join an Anthem approved fitness facility, the facility will directly bill Anthem monthly for your membership dues up to \$450 for the months that you \*actively participate. You are responsible for any other fees, including joining fees and fees beyond the \$450 calendar year benefit.

\*Anthem will pay your monthly membership fee if you actively participate. This means you must visit the facility no less than 8 times per month to avoid being billed directly by the facility.

For employees who choose not to use the gym/fitness facility reimbursement benefit, they can transfer this benefit to another family member who is enrolled on their policy. Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to request your benefit be transferred.

- **Kickboxing and other fitness activities**- As long as the facility is on Anthem's Approved Fitness Facilities List, HMO employees are eligible for the \$450 per year for membership dues under the gym/fitness facility reimbursement benefit as long as they continue to actively participate (8 times per month).
- **Community Health Education Reimbursement Program (CHERP)** - State of New Hampshire employees and dependents on the HMO and POS health benefit plan that participate in a health education program at an Anthem approved facility are eligible for reimbursement up to \$150, per family per calendar year. For the most recent list of CHERP facilities and a reimbursement form, visit <http://admin.state.nh.us/hr/formsH&D.html>
- **YOGA**- You will notice that Yoga providers appear on approved Fitness and CHERP facility lists. What does this mean? Two things:
  1. It means that an HMO or POS employee that would like to try out a yoga facility or attend one of their special classes that run for a short period, can submit a receipt and a CHERP reimbursement form to be reimbursed up to \$150 for the class (per calendar year).
  2. It also means that HMO employees can join an Anthem approved Yoga facility and attend their classes as often as they would like but no less than 8 times per month. You must attend 8 times per month to remain eligible for the benefit. Just like the gym reimbursement.

**Note: HMO state employees married to other HMO state employee's** - Both employees are eligible for either the \$200 health equipment reimbursement or \$450 per calendar year gym/fitness facility reimbursement. Please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415 to advise them that your spouse is also a state employee.

**Important Fact:** ALL of these benefits are taxable benefits.

For additional questions or clarification, please call Anthem Blue Cross and Blue Shield Customer Service at (800) 933-8415.

Find the forms and more information at <http://admin.state.nh.us/hr/formsH&D.html>